



Monthly Update the work of **healthwatch**
Kent

This report gives examples of the things we have achieved in May 2017

Section 1: How we made a difference

Here are the things that 'You Said, We Did' in May 2017.

Issue	Organisation	Action Taken	Outcome
Client unable to access a blood gas reading service in their own home, very difficult to get to outpatient clinic.	East Kent University Foundation Trust Canterbury And Coastal Clinical Commissioning Group	communicated with EKHUFT and client	Hospital have tried to accommodate where they can and have written to the patient in detail to explain the situation. Healthwatch Kent have decided to do some investigation into other neurological conditions where there may be gaps in commissioning.
A patient at Elm Court who was missing hot meals due to his dialysis	Dartford & Gravesham NHS Trust	Raised with deputy Chief Nurse	Elm Court now have a new process in place to ensure patients can still access hot food outside of official mealtimes.

SKC CCG assessed themselves against the recommendations in our GP closure report during the closure process of a local Practice

Volunteers reviewed and gave feedback on the "Your Hospital Stay" document produced by East Kent Hospitals

This month we had 347 contacts with the public.

Section 2: How we influenced and worked with others

How we influenced the key strategies across Kent and worked with providers and commissioners:

Kent & Medway

We attended the Kent & Medway Sustainability & Transformation Plan Programme Board representing the Patient & Public Advisory Group. We raised issues about engaging the public in the newly developed local care model for older people. We attended the Stroke Programme Board to ensure the transformation continues to involve the public effectively.

We chaired the first meeting of the Kent & Medway Sustainability & Transformation Plan Patient & Public Advisory Group. We drafted recommendations for the next programme board to integrate the public into the programme workstreams, and ensure we are talking to hard to reach groups.

We had our regular liaison with Care Quality Commission and exchanged intelligence on services in Kent.

We have had discussions with a number of NHS providers to develop a youth forum, gathering feedback from young people.

Our new Peoples' Panel for KCC met this month. The group discussed the Council's Transformation Plan looking specifically at the offer for older people.

We met with Kent & Medway Partnership Trust and heard an update that mental health placements outside of Kent remain very low, with better processes to support people in current services. We discussed visiting community teams with the Trusts co-production network.

East Kent

We met with East Kent Mencap and agreed to work with them to look at the Accessible Information Standard (AIS) in East Kent.

We are working with East Kent Hospitals to support implementing the requirements for AIS in particular for people who are deaf and British Sign Language is their first language.

We attended a system wide meeting to plan for the move of junior doctors from Kent & Canterbury Hospital and ensure adequate preparations were in place. We have invited the chair from NHS Improvement, who led the meetings, to be interviewed for the Healthwatch Kent Podcast.

North Kent

We met with Virgin Healthcare to update on their delivery of community services. We talked about issues around discharge from Darent Valley and ensuring there is robust engagement with the public where they feel services could be reconfigured to work better. We discussed with them how we could work together to gather patient experiences of their services.

We met with the Comms & Engagement lead at DGS CCG to discuss upcoming engagement on STP Urgent Care. Urgent Care steering groups are being set up. We also raised concerns about the lack of engagement on the changes to repeat prescription services.

We met with Darent Valley Hospital and reviewed the success of our regular information stands and also discussed our discharge report and recruiting new patients to the patient experience committee.

West Kent

We met with the Clinical Commissioning Group who are preparing to look at which services give best value. We agreed to take part in early discussions.

Section 3: How we reach out to the public, listen to them and work with volunteers

This month we had 347 contacts with people

We have a programme of engaging with the public and hard to reach groups face to face. In May we visited:

Epilepsy H.E.R.E. Group Visit	Canterbury	02/05/2017
Tunbridge Wells Hospital - Information Stand	Tunbridge Wells	05/05/2017
West Kent MIND - MHAG Meeting	Ashford	11/05/2017
Coffee Caravan visit & steering group meeting	Nr. Lenham	16/05/2017
Darent Valley Hospital - Information Stand	Dartford	17/05/2017
Early Years Project	Canterbury	19/05/2017
Hythe Forum, Age UK	Hythe	20/05/2017
Tonbridge & Malling Seniors Forum	Tonbridge	26/05/2017

In addition:

1,274 people follow us on Twitter and our new Instagram account is established and gaining good traction

924 people receive our monthly newsletter

We have revised our website to make it easier to find the information you need

We have a new regular STP blog published on the website

Regular podcast interviews are released with key figures in health and social care

Our Annual Report will be published on June 30th

Section 4: How we use public and stakeholder views

We have just received a response from KCC following our input into the public consultation for Autism services. Our volunteers will review the response and produce a statement.

All public facing organisations are legally bound to offer accessible information to all people with additional communication needs by 1st August 2016. We have reviewed the progress of organisations to meet the standard, and we are now planning a new project to capture public feedback too.

We have recently been assessed for an Investors in Volunteers Award. We have received some initial feedback which we have incorporated into our working practices. We will hear the outcome of the assessment in July.

We will shortly be publishing the following reports:

- feedback from people who have been delayed at Darent Valley Hospital.
- feedback we have heard from patients being discharged in West Kent.
- Feedback from Kent's Gypsy & Traveller community
- GP closures in Thanet

Following our publication of the Mental Health Out of County Bed project, Healthwatch Kent continues to work with Kent and Medway Partnership Trust to improve service provision and continues to keep carers groups and other organisations up to date with the outcomes. May activity planned

We are pleased to say that following interviews we have appointed Anna Morrel as the new development worker for the Physical Disability Forum. Anna will be working with us on a part time basis from 9th June 2017. One of her first tasks will be to set a new date for the Physical Disability Forum Working Group to meet.

We continue to talk with KCC and carer organisations about our Carers report and the findings we have heard to date.

Section 5: Providing Information & Signposting

<p>Number of Contacts This month: 347</p> <p>Accumulative Year 4 To month end: 4183</p> <p>Total accumulative: 8585</p>	<p>Public Enquiries: Telephone: 19 E-Mail: 0</p> <p>Public Voice contacts to Helpline: Telephone: 16 Email: 28 Texts: 0 Forms: 14 Webform: 0</p> <p>HWK General Contacts: 174</p>	<p>Provide a quality service that meets range of needs using a variety of formats.</p>	<p>1: Provision of contact info: 1 2: Research information: 17 3: Referral: 18</p> <p>Case Study: Seldom Heard Group: Mental Health Service Feedback. :Out of 17 clients who were invited to comment 11 responded and were very satisfied with the service they received.</p>
<p>Public contacts response rates:</p>	<p>Telephone: Same Day: 28 1 day : 9 2 days : 0 3 days+:0</p> <p>Email: Same Day: 20 1 day : 8 2 days : 0 3 days+:0</p>	<p>Provide A Quality Service Accessible to All:</p>	<p>Route to the Helpline (Chart attached)</p>
<p>Signpost and advise the public to assist navigate the health & social</p>	<p>Enquiry Themes (Multiple topics can arise per contact) A: Local Health/Social Care Services: 11 B: Rights/responsibilities: 0 C: Complaints: 11</p>	<p>Public Voice:</p>	<p>Your Comment Counts Forms: 14 Events/visits Attended: 6 Total number of individual feedback contacts collated: 92</p>

care services in Kent.	D: Complaints Advocacy: 17		(Incl. Letters/Tel/Email/Texts/Feedback from External visits and YCC Forms)
		First point of contact service activity:	HWK General: 144 (volunteers/engagement/invitations/info-sharing by external organisations): Admin Tel & Email: 33 (internal signposting/info sharing)